



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Odin Telephone Exchange, Inc.
Fairpoint Communications / Odin Telephone Exchange, Inc.
for quarter ending June 30, 2011

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.20	3.20	3.30	3.23
B. Operator Answer Time - Information [730.510(a)(1)]	9.77	8.31	10.67 *	9.58
C. Repair Office Answer Time [730.510(b)(1)]	36.00	33.00	43.00	37.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	13.00	20.00	39.00	24.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	4.65	4.84	5.40	4.96
H. Percent Repeat Trouble Reports [730.545(c)]	8.18%	9.91%	15.04%	11.04%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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